

1999 Biennial Review Business Line Summary by OSD/PSA

OSD/PSA - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
Assistant Secretary of Defense (Command, Control, Communications, & Intelligence)/CIO						
DIA - Intelligence collection management and support	81%	88%	80%	75%	83%	25
DIA - Intelligence information management	58%	56%	44%	78%	56%	9
DIA - Intelligence production, analysis, summaries, and reports	85%	88%	85%	82%	86%	68
DIA - Joint Military Intelligence College (JMIC)	88%	96%	79%	87%	90%	24
DIA - Joint Military Intelligence Training Center (JMITC)	97%	100%	89%	100%	100%	9
DIA - Military intelligence community management	89%	89%	89%	78%	100%	9
DISA - Computing services	64%	71%	59%	65%	60%	22
DISA - Enterprise acquisition services	74%	70%	70%	87%	70%	20
DISA - Joint Warfighting and DoD-wide enterprise capabilities	64%	62%	61%	66%	67%	187
DISA - Telecommunications services	71%	71%	68%	76%	69%	91
DSS - Industrial Security Program	64%	53%	73%	57%	73%	15
DSS - Personnel security investigations	27%	14%	29%	21%	43%	14
NIMA - Imagery and mapping data policy, systems and technology, information, and	79%	84%	84%	62%	86%	37